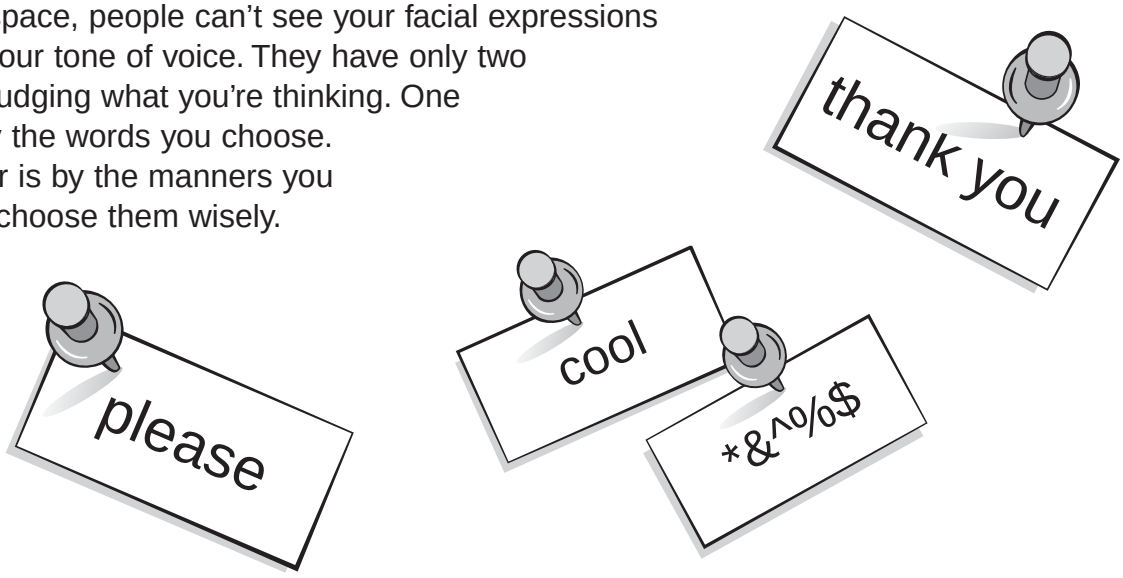
Name_____ Date _____

Good Messaging Manners

In cyberspace, people can't see your facial expressions or hear your tone of voice. They have only two ways of judging what you're thinking. One way is by the words you choose. The other is by the manners you use. So, choose them wisely.



Dos and Don'ts for Any Message

- ✓ Do get right to the point—some people have many messages to read.
- ✓ Don't type in UPPERCASE—it means you're shouting.
- ✓ Don't use slang or rude language.
- ✓ Do check your spelling, grammar, and punctuation.
- ✓ Do think twice before using sarcasm. Without hearing your tone of voice, or seeing your facial expression, it's nearly impossible to know that a message is sarcastic.
- ✓ Do use smileys, or emoticons, to make your message clearer.
- ✓ Do stay calm when you get a rude message. Don't respond to an angry reply. A flame war—battling with hot, angry words—is bad manners.

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Name_____ Date _____

While on vacation, Juanita sends an E-mail to her friend Elisa. She tells Elisa how a big ocean wave knocked her down and made her look foolish. Laughing, Elisa forwards a copy of the message to four more of their friends. When Juanita gets home, her friends tease her. What should Juanita say to Elisa?

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E-mail Dos and Don'ts

- ✓ Do type your first name at the end of your message.
- ✓ Don't forward E-mails without the sender's permission.

Chat Dos and Don'ts

- ✓ Do hang around the chat room before joining in. Learn the rules of the community.
- ✓ Don't waste others' time. If the chat room has a topic, do stick with it.
- ✓ Don't forget you're chatting with real live people, even though you may not know them face to face.
- ✓ Don't ask people for information you know is not safe to give out.
- ✓ Don't ask personal questions that you would not ask face to face.
- ✓ Don't scroll or flood the screen with useless characters. Nobody likes a bully!

Sean joins a chat room that is supposed to be monitored, but things seem pretty out of control. One guy is flooding the screen with rude, offensive language. Soon, others are complaining and responding with angry words. What should Sean do?

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Name _____ Date _____

Good friends, Samantha and Jared are sending instant messages. Suddenly, Samantha stops answering Jared's messages. Wondering why, Jared sends the message, "Are you there?" over and over again. There could be many reasons why Samantha is not replying. What are your ideas?

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One-to-one Instant Messaging Dos and Don'ts

- ✓ When you don't have time to chat, do tell the person who is messaging you.
- ✓ If the person doesn't respond, don't keep sending messages.
- ✓ If you're messaging a face-to-face friend, it's fine to be less precise with the spelling, grammar, and punctuation—as long as you both understand the shortcuts.

Message Board Dos and Don'ts

- ✓ Do read messages posted by others for a while before posting your own. Get familiar with the rules of the community.
- ✓ Do stick to the topic of the group and post only if you have something new to add. Don't waste the group's time.
- ✓ Don't state something as a fact if you aren't sure it is accurate.

Derek visits an online gaming message board and posts a game tip that doesn't work. Malcolm, reading the message, tries the tip and loses the game. How might Malcolm respond?

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Be CyberSmart!®

Forgive the mistakes of others. Assume they just didn't know any better.

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